AMAZING ENTERTAINMENT IS MY EASTLINK ADVANTAGE

DIGITAL TV USER GUIDE

EASTLINK

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1.0 USING YOUR REMOTE

Select device with these buttons

Exit Guide / Return to Program

Digital Channel Guide

Selects item highlighted

Moves one day forward or back in guide

Adjusts the volume

Customized list of favourite channels

Mutes volume

EastLink OnDemand Menu

DVR recordings

Information on program you are watching, or have highlighted

Press once for the Quick Menu or twice for the Main Menu

Arrows move the on screen cursor & also act as play, stop, rewind and fast forward functions

Moves menu and program guide screens forward one page at a time

Recalls last channel or back one screen

Pay-Per-View Menu

Play, Rewind, Fast Forward, Stop, Pause and Record

(When using OnDemand, you can use either of two sets of buttons to play, pause, stop, rewind and fast foward your selection.)

A **Yellow Highlight** indicates your current selection

The Remote Control pictured above may not be exactly like the one provided as part of your package. However, basic functions should remain the same.

2.0 NAVIGATING DIGITAL MENUS

2.1 QUICK ACCESS MENU

Quick Access Menu offers shortcuts to key Guide features. Just press MENU from anywhere in the Guide (or even while you are watching a program) and you'll have access to features like Search, Favourites, Digital Music and more. Use ◀ ▶ to highlight an action icon and press OK SELECT to select.

2.2 ACTION ICONS

- Return to the previous screen
- Watch this channel or program
- Set or cancel a recording*
- Set locks for title, channel or rating
- View upcoming times for the selected title
- Set or cancel a reminder
- Go to your favourites or Set/Cancel this channel as a favourite
- BUY Order PPV and other pay services
- Go to the Main Menu
- DVR Go to your DVR recordings or schedule*
- PPV Go to Pay-Per-View Menu
- Search for Movies, Sports and other categories
- Go to the Digital Music Guide
- ONDEMAND Go to EastLink OnDemand
- Go to Movie Search
- Go to Sports Search
- KIDS Go to Kids Search

*Option available only with a DVR.

2.3 MAIN MENU

Main Menu gives you easy access to all features. Simply press MENU twice, then select from the options available, including TV listings by time, by channel, parental locks, favourites, local weather and more. Press the ◀ ▶ ▲ ▼ on your remote to highlight a menu option, press OK SELECT and you're on your way.

2.4 PARENTAL CONTROLS

EastLink Digital TV lets you set **Locks** to restrict viewing by program, by channel, or by television and movie ratings. The Guide will require entry of a 4-digit Locks PIN that you define. Select **Locks Setup** to make your parental control choices.

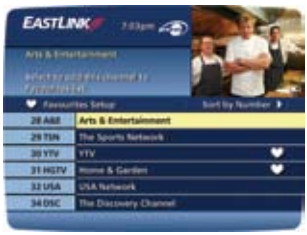
EASTLINK
PIN Setup
To clear, enter current Locks PIN:
To clear, enter current Purchase PIN:
If power is lost, would you like to Lock all programs until ratings and titles are restored?
No

You can also set up a separate PIN to restrict PPV and VOD purchases. Select **Setup** from the **Main Menu**, then select **PINs Setup** to enter your **PINs**.

2.5 ENHANCED SEARCHING

With your Guide, you can search program listings by categories such as Movies, Sports, Kids, OnDemand, Favourites and more. Select **Search** from the Main Menu and choose the category you would like to search.

2.6 SETTING FAVOURITES

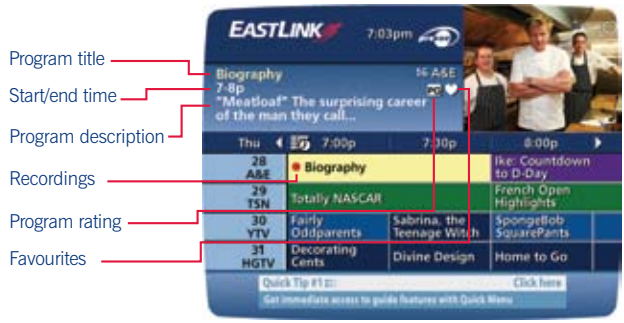


Build a personalized list of your favourite channels from Setup on the Main Menu. Then easily access them from the Main Menu or the ♥ icon on the Quick Access Menu. Select ♥ to add a channel to your Favourites list from any program information screen.

2.7 ABOUT THE GUIDE

PROGRAM INFORMATION AT YOUR FINGERTIPS.

Press GUIDE on your remote to access TV Listings for the current time.



2.8 UNDERSTANDING LISTINGS

TV Listings appear in a grid format when you press GUIDE or select listings By Channel. Use the ▲▼ buttons to see listings on other channels and the ◀▶ buttons to see listings at other times. Listings are colour coded to help you identify different types of programs, as follows:

Blue: Regular programs **Purple:** Movies **Green:** Sports **Light Blue:** Children's programs

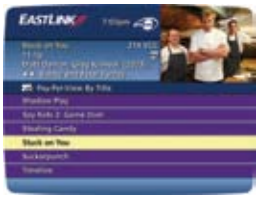
2.9 UNDERSTANDING THE MINI GUIDE

The Mini Guide allows you to watch television and view program listings at the same time. Mini Guide is seen on the lower portion of your television screen. To access Mini Guide press OK SELECT on your remote.

2.10 USING THE FLIP BAR

The Flip Bar shows you program information as you change channels. Information on the Flip Bar includes program name, start and end time, channel, current time and a brief program description. Press CHAN to change channels and see the Flip Bar on screen. When you find a program that you like, press OK SELECT to make the Flip Bar disappear or press INFO for more program details. To pull up the Flip Bar while you are already on a channel just press the INFO button on the remote.

2.11 ORDERING PAY-PER-VIEW



PPV movies and events are at your fingertips with EastLink Digital TV. Access PPV from the Main Menu or the Quick Access Menu. Select one of the options like PPV, By Time or Event to go to PPV listings.

- From any of the PPV listings, press ▲ ▼ arrows to highlight the desired program. Press OK SELECT to see a Pay-Per-View Program information screen.
- To purchase the program highlight the BUY icon and follow the on-screen prompts to complete and confirm your order.
- That's it. A reminder will automatically display on your screen as the movie or event is about to start. Press OK SELECT to go to your PPV selection.

2.12 CANCELLING PAY-PER-VIEW

To cancel a PPV order before the program starts:

- Select the ordered program in any of ▲ ▼ the listings menus (there will be a $ sign in the instant information).
- From the information screen, select the BUY Action icon and follow the prompts to cancel the order.
- If for some reason you do not tune your digital receivers to the PPV channel at the beginning of the show, it will be cancelled and you will not be billed.

3.0 HIGH DEFINITION

AMAZING PICTURE AND SOUND. THAT'S THE ADVANTAGE OF EASTLINK HD.

What is HD? EastLink HD offers unparalleled picture clarity with rich, vibrant colours and Dolby Digital 5.1 surround sound.

What you need:

1. An HD-ready Television Set.
2. A Digital Receiver with HD capability.
3. A subscription to EastLink High Definition programming.

HD

HD Extra

Subscription to the standard definition channels may be required to receive HD versions. Monthly rental fees for HD receivers may apply.
High Definition channels are not available in all areas. Call for channel availability.

4.0 EASTLINK ONDEMAND

WATCH WHAT YOU WANT, WHEN YOU WANT. THAT'S THE ADVANTAGE OF EASTLINK ONDEMAND.

Free to EastLink Digital TV customers, EastLink OnDemand offers a library of entertainment on your time! Get access to over 5,000 movie titles, primetime hits, series and more, whenever it's convenient for you. Plus you can pause, fast-forward, and rewind just like a DVD player!

4.1 FREE ZONE

With the OnDemand Free Zone you will receive FREE OnDemand programming such as kids content, music videos and more.

4.2 MOVIE RENTALS

Just click on the VOD button located on your remote and search the categories. Once you find the movie you want to watch, follow the on-screen prompts to rent the movie. The charge will be automatically added to your EastLink statement. Plus, keep your movie for 24 hours to watch it again and again.

4.3 EVENTS

Includes HBO and Showtime; Ultimate Fighting Championships; King of the Cage; and PRIDE Fighting Championships. Viewers can catch replays of the biggest events with All Day Event Tickets and themed programming.

4.4 ADULT

Including: Blind Date Uncensored, Jerry Springer Uncensored and more!

4.5 SUBSCRIPTION CHANNELS

For a low monthly fee, gain access to an unlimited, all-you-can-watch library of shows, with new shows added each week.

OnDemand Subscription

4.6 FREE WITH SUBSCRIPTION

Subscribe to a channel and get OnDemand for FREE.

4.7 ACCESSING EASTLINK ONDEMAND

USING THE QUICK MENU

Press MENU once to display the Quick Access Menu.
Then select ONDEMAND and press OK SELECT.

USING THE MAIN MENU

Press MENU twice to display the Main Menu.
Then select ON DEMAND from the Main Menu options and press OK SELECT.

USING THE ONDEMAND BUTTON

Simply press ON DEMAND on your EastLink Digital TV remote. Please note that some remote models may not have this button.

5.0 USING YOUR DIGITAL VIDEO RECORDER

5.1 RECORD PROGRAMS

Recording with a DVR is easy! Just press the RECORD button on your remote while watching TV or in program listings. Your recording begins immediately for current programs and a recording is automatically set for future programs.

5.2 RECORD A SERIES

Your DVR makes it easy to record multiple episodes of a TV series. And you never have to miss an episode since DVR detects line-up changes and adjusts recording times automatically. You can set the DVR to record only new (first run) episodes, repeats or all episodes. To schedule a Series Recording, highlight a program from any of the program listings and press RECORD twice. Then select Create a Series Recording.

5.3 RECORD TWO SHOWS AT ONCE

Because certain DVRs are equipped with two tuners (Dual Tuner) you can set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the SWAP button on your remote.

Only with DVR receivers.

5.4 WATCH RECORDED PROGRAMS

It is easy to access all your recorded programs, by selecting DVR on the Main Menu. Select My Recordings to view your recordings. Press ◀ or ▶ to arrange the listings By Title, By Date or By Channel. Select a recording by pressing OK SELECT Choose ▶ to resume watching this recording where you left it or ⏮ to restart the recording from the beginning. To delete a program, select the ✖ icon.

5.5 CONTROL LIVE TV

Using your DVR, you can control live TV! Anytime you tune to a channel, the DVR begins making a temporary recording of whatever you're watching. So you can **Pause** if the phone rings, **Rewind** the scene you missed and **Fast-Forward** to return to live TV.

5.6 INSTANT REPLAY

Press Page ⊖ or ↩ on your remote to replay. Press Page ⊖ repeatedly to continue skipping back in 15-second increments.

5.7 SLOW-MOTION

To activate Slow-forward, press **Pause** and then **Fast-Forward**. To use Slow-rewind, press **Pause** and then **Rewind**. To return to regular speed, press **Play.**

6.0 MULTI-ROOM DVR

ACCESS DVR RECORDINGS FROM ANY ROOM IN THE HOUSE

LOVE YOUR DVR FROM ANY ROOM!

Multi-Room DVR from EastLink gives you entertainment on your terms, letting you view your DVR recordings from any room in your home that has a Digital Receiver. Share recordings across all your networked TVs, and finish watching a saved recording in one room that you started in another. This is entertainment freedom.

6.1 RECEIVER FEATURES

DVR (DCX 3400M)

- Schedule or delete a recording, change recording options, slow-motion functionality, or control live TV.
- Pause, rewind and fast-forward live TV and recorded programs.
- Access recordings, storage details and other DVR options by pressing “List” on the EastLink remote.
- Record up to 40 hours of HD programs or 140 hours of standard definition programming.
- One DVR can be a part of the Multi-Room DVR network.

NETWORKED DIGITAL RECEIVERS (DCX 700M)

- Allow customers to view completed recordings and recordings already in progress.
- Access recordings on networked TVs by pressing “List” on the EastLink remote.
- Play, fast-forward, rewind, pause, skip-ahead or skip-back recorded programs.
- Watch different recordings simultaneously in multiple rooms (up to 2 in HD & 1 in SD, or 3 in SD).
- HD content recorded on the DVR can be viewed in HD or will automatically be converted to SD for SD TVs.

6.2 MULTI-ROOM DVR EQUIPMENT

Multi-Room DVR is comprised of one HD/DVR receiver as your primary outlet and up to 3 additional HD receivers that access the primary outlet via a secure personal network.

6.3 MULTI-ROOM DVR FUNCTIONS

The primary DVR controls all DVR functions – scheduling, deleting, recording settings, pausing Live TV and more. The networked receivers allow you to view, sort, play, fast-forward, rewind, pause, skip ahead or skip back your DVR recordings.

6.4 SCHEDULE RECORDINGS

Recordings can only be scheduled on the primary DVR. The networked receivers only allow you to view completed recordings or those in progress.

6.5 DELETE RECORDINGS

Recordings can only be deleted from the primary DVR. If a recording is being played in another room, you cannot delete the recording until the recording is no longer being viewed.

6.6 DVR FOLDERS

Recordings of the same program are organized into a folder so they are easier to sort through. If you want to view your programs individually, you can turn off DVR Folders through the DVR Setup menu on the primary DVR.

7.0 DIGITAL TV QUESTIONS

Understanding Parental Control

Digital TV allows users to control viewing by using the following features:

Ratings Locks — Allows customers to restrict viewing by rating. If you have 'restricted' a rating, the viewer will require a PIN code to watch the program.

Hide Adult Titles — In the guide settings, turn on the 'Hide Adult Titles' option to prevent any 'Adult-rated' titles from showing in any menu.
*Please note that the above features use the ratings provided in the program information of the iGuide.

Purchase PIN — Restricts purchases made with the remote control. When this feature is activated, anything that has a one time charge associated with it will require the PIN code be entered during the order process. This will work for any Pay-Per-View order, including OnDemand options.

Service Lock — Restricts access to the OnDemand service in general, and asks for the PIN code when trying to access the menu. This way, customers can have control over who can view titles and use OnDemand.

Do I need any additional equipment to receive this service?
No. All you need is an EastLink Digital TV Receiver.

Are there any additional programming fees to use The Movie Network OnDemand & Mpix OnDemand service?

No. These are FREE with your subscriptions to The Movie Network and Mpix. However, other options will be added to the OnDemand menu in the future that will allow you to select other OnDemand programming on a Pay-Per-View basis.

If I have an EastLink Digital Video Recorder (DVR), can I record The Movie Network or Mpix programming?

Yes, you can for regularly scheduled programs (channels 201-207), but when in OnDemand mode, programming cannot be recorded.

Where is the OnDemand service available?

The majority of EastLink customers will have access to OnDemand and we are working hard to upgrade the few areas that cannot. Visit eastlink.ca or consult EastLink Customer Service for more information.

How can EastLink provide OnDemand service when other providers can't?

The EastLink fibre optic network allows for the two-way storage and retrieval technology needed to deliver OnDemand services. Digital TV technology is the platform of the future in home entertainment.

How do I check a Receivers Message?

A receivers message is indicated with a flashing red light on the receivers display panel. Press the Menu button on your remote followed by the House icon on the Main Menu screen. Arrow down on the Main Menu screen until you get to the Messages option. Select the Messages option to view your unread messages.

How to I change my Priority shows?

The priority function allows you to prioritize your recorded shows. Press the Menu button on your remote. Select the DVR icon then select the Series Recordings option. The left column indicates your current prioritized shows ranked in order. Highlight a show and use the Page Up/Page Down buttons on your remote to change its priority ranking. Use the Checkmark icon to confirm change.

NOTES

CONTACT

EASTLINK CUSTOMER SERVICE

Call **1-888-345-1111** or visit

www.eastlink.ca/about/contact/dealers/

for a list of EastLink dealers in your area.

For more information on the Digital TV interactive guide, as well as wiring diagrams and set up information on connecting your EastLink Digital TV Box with your other equipment, please visit **eastlink.ca**

PRIVACY POLICY

The EastLink Privacy Policy, as well as the detailed Code of Fair Information Practices are available at eastlink.ca

EastLink collects, uses and discloses personal information primarily to set up and maintain your account and effectively deal with issues concerning your EastLink services. Secondarily, personal information may be used to develop, market and/or maintain products and services, however if you wish to withdraw consent for this purpose, please visit eastlink.ca or call 1-888-345-1111.

BUNDLE UP AND SAVE

	WATCH, SURF & TALK	WATCH & SURF	WATCH & TALK	SURF & TALK
EastLink TV 100+ channels & access to many more.	●	●	●	
High Speed Internet 20 Up to 20 Mbps download modem speeds.	●	●		●
EastLink Telephone Keep your existing number — includes all Calling Features.	●		●	●

ADD EVEN MORE ADVANTAGES TO YOUR BUNDLE

EastLink Digital Themes Great Digital programming to suit every member of your family.	●	●	●	
EastLink Long Distance Only pay for what you use, or benefit from a flat rate plan.	●		●	●
Voicemail to Email Have your telephone voicemail messages directed right to your email account.	●		●	●
Internet Security Services Suite of 4 services.	●	●		●
Double your Internet Speed 40 Mbps Internet.	●	●		●
EastLink Wifi Enjoy the convenience of a Wireless Modem.	●	●		●

Bundle availability varies by area. Contact us for details.

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